

# Web Submission of Investigation Report Expanded User Guide

**Purpose:** This user guide provides guidance to users regarding the Web Submission of Investigation Report (WSIR) application. The aid provides helpful tips, expanded instructions, and information on what is expected for a complete submission.

**Audience:** Office for People with Developmental Disabilities state agency and provider agency users and Office of Mental Health state agency and provider agency users.

## Helpful Tips for using WSIR

The WSIR application is used to submit information into the Vulnerable Persons Central Register (VPCR) for review by State Oversight Agency (SOA) users and Justice Center users. Generally, information only flows from WSIR to the VPCR – with one exception: when Global Unknown Subject or Victim Contacts are created in the VPCR, these contacts are visible to the WSIR user. For more information on this see Instructions for Section 2.

Information that is added to WSIR and saved is immediately viewable in the VPCR. A report is not complete however, until the WSIR users clicks the submit button.

**SCR Checks** – *Investigators at the Justice Center perform a check against the State Central Register for Child Abuse and Maltreatment (SCR) for each case subject. To expedite this process, we ask that you add the names of the subject into WSIR: Section 2 as soon as you have identified the subject(s).*



Users may add information to their WSIR case at any time throughout the investigation process. To leave the report and save it for returning later, use the “Log Out and Submit Later” button.



Sections 2, 3 and 4 have a “**Save**” button. We recommend that you click the save button after adding new information into any of these sections.

**Moving around the application:** In sections 2, 3 and 4 if you cannot see all your entries listed in the section, you can view/display them by selecting the arrows located at the bottom of each section.



**Utilizing scroll bar:** Sometimes not all the columns available in a section are visible on screen: to expose all columns you may have to use your scroll bar at the bottom of the section.

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## **Instructions for Completing the WSIR Form**

To access WSIR:


1. Go to: <https://vpcr.justicecenter.ny.gov/siebel/app/wsir/enu>
2. Enter your e-mail address & complete the reCAPTCHA



The Web Submission of Investigation Report (WSIR) application enables users to electronically submit investigation details by automatically transferring information to the Vulnerable Personal Central Register (VPCR). Enter an email address below to receive an authorization code granting you access to the WSIR application.

Email Address

Please enter a valid email address

☐ I'm not a robot 

3. Retrieve the Authorization Code that was e-mailed to you
4. Enter your Authorization Code & click Submit

Enter the authorization code below.

Authorization Code

## **WSIR Welcome Screen**

Enter your contact information along with the case identifying information:

- State Oversight Agency External Reference Number
- VPCR Incident Number
- VPCR Case Serial Number

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**Enter in your contact information below.**

Your Full Name: \*

Phone Number: \*

Email Address: \*

**Enter in the investigation identifying information below.**

State Oversight Agency: \*

IRMA Master Incident # / NIMRS ID #: \*

VPCR Incident Serial Number: \*

VPCR Case Serial Number: \*

Continue

If you do not have the necessary information, please contact your OPWDD or OMH liaison.

**Note:** If you have the information, but the application will not open, the case may not have been moved to “Pending Provider Update” in the VPCR; Again, check with your OPWDD or OMH Liaison.

## Section 1: Case Summary

This section has the case information and an additional text field for entry:

- *Law Enforcement Involvement Comments* (Optional) – indicate here if law enforcement was contacted and if so, what role did they play, if any in the investigation

Case

VPCR Case Serial Number:

VPCR Incident Serial Number:

IRMA/NIMRS #:

State Oversight Agency:

OMH

Law Enforcement Involvement Comments:

## Section 2: Contacts

Enter the necessary information regarding all your case contacts here. There are 2 applets: one for entering known contacts and below that, one for entering unknown subjects or victims.

As mentioned above, if an unknown victim or subject contact has been created in the VPCR, you will see these contacts in the Anonymous/Unknown applet. These contacts will have a role and if there is more than one, that information will be included in the “# of Unknown” field.

You will be able to use the unknown contacts created in the VPCR when creating offense rows – see Section 5 for more information.

### Adding Known Contacts

- Click on the ++ (Add a Contact button)
- In the new row, select a value from the drop down in the ‘Role of Contact’ field

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Contacts

Role of Contact First Name Last Name Mailing Address Date of Birth Is Victim under age of 18 at the SSN Home Phone Number Work Phone Number Cell Phone Number

**Note:** Once a Role is selected, the required fields for the specific contact role you are entering are highlighted in **yellow**. Required fields will vary.

Contacts

Role of Contact First Name Last Name Mailing Address Date of Birth Is Victim under age of 18 at the SSN

Subject

**Contact Validations** - You will get an error message if you attempt to submit your case without the following information

## Required Roles

- Victim
- Personal Representative, if Victim is not a self-advocate
- Subject
- Investigator
- Director or CEO/President

**A complete form will include a contact record for every victim and subject in the case.**

## Victim

- 'Is Victim under age of 18 at the time of Incident?' is a required field (Yes/No)
  - If Yes – Race Value & Ethnicity are also required

## Other Required Contact Information

- **Valid Social Security number** – for a complete form, you must provide a valid social security number for all known subjects.
- **Deliverable Mailing Address** - for a complete form, you are expected to provide a *deliverable mailing address* (Verified Address) for each known subject, provider president/CEO, victim, and victim's personal representative, as needed. Valid mailing addresses ensure that these individuals receive notification regarding the case determination.

When adding an address, you may search for an existing address that has already be verified. To Query for an existing address, click on the pick box located in the "Mailing Address" field:

Contacts

Role of Contact First Name Last Name Mailing Address

Subject John Doe

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A pop-up box will open and display all available records. You can search these records by utilizing the navigation buttons at the bottom of the pop-up box. A second option to filter the available records is the magnifying glass (query). The right and left facing arrow should be used add or remove selected values.

**Contact Addresses**

To associate an address, follow the below steps:

1. Click on the "Show Available" button on the bottom of this box.
2. Click on the "New" button in the top left corner of this box.
3. Enter the full address and click Save.
4. Click on the "OK" button at the bottom of this box.

Street Address:  1 - 10 of 12

**Available**

Street Address	Street Address 2	City	County	Region
254 W 31st St		New York	New York	
660 Mineral Springs Rd		West Seneca	Erie	
1727 Amsterdam Ave		New York	New York	
339 Broadway		Menands	Albany	
3063 State Route 4		Hudson Falls	Washington	
York Plaza	3043 State Route 4	Hudson Falls	Washington	
3 W 29th St		New York	New York	
1670-78 E 17th St		Brooklyn	Kings	
237 E 104th St		New York	New York	
2089 3rd Ave		New York	New York	

**Selected**

Primary	Address Status	Date Associated	Address Type	Street A

Navigation buttons: +, -, Search, Left Arrow, Right Arrow, OK

If adding a 'New' address, you will use the '+' and enter the address information in the pop-up box and hit the save button:

**Contact Addresses**

To associate an address, follow the below steps:

1. Click on the "Show Available" button on the bottom of this box.
2. Click on the "New" button in the top left corner of this box.
3. Enter the full address and click Save.
4. Click on the "OK" button at the bottom of this box.

Primary ☒

Address Type:

Street Address:

Street Address 2:

City:

County:

Country:

State:

Zip Code:

Navigation buttons: Save, Cancel

A window will display the selected address. The "Address Status" field will indicate whether the address is verified. The address selected should have a status of "Verified – Building Only" or "Verified – Apt or PO Box"

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Selected				
Primary	Address Status	Date Associated	Address Type	Street A
<input checked="" type="checkbox"/>	Verified - Building Only			254 W

The United States Postal Service Address “Look Up” at USPS.com can be helpful when trying to find a valid address:


<https://tools.usps.com/zip-code-lookup.htm?byaddress>

- Do not spell out words like Route or Avenue, use the approved abbreviation
- Do not use dashes within street or apartment numbers
- Do not use punctuation such as a period after an abbreviation
- If possible, use the four-digit zip code extension

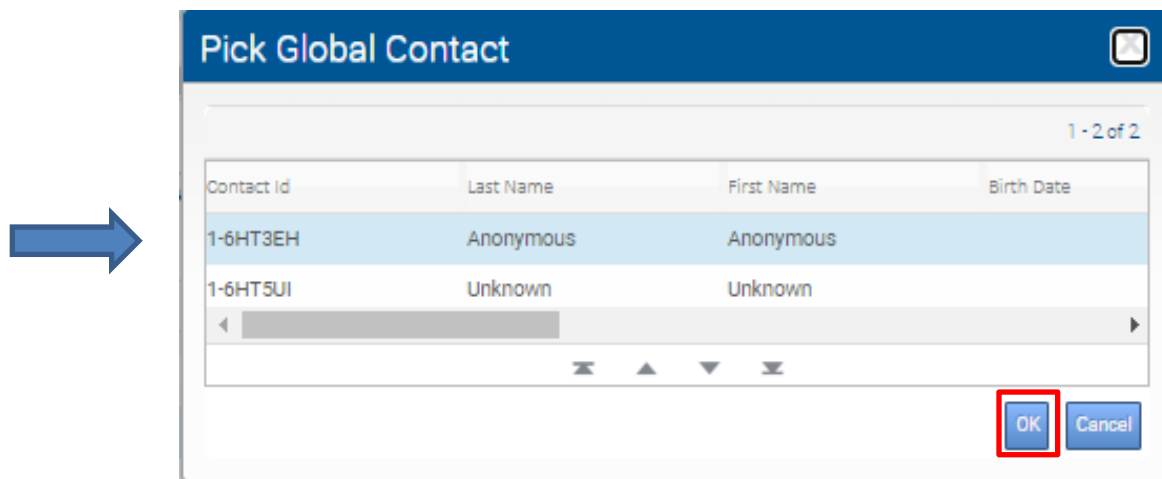
## Section 2: Contacts *Continued*

### Adding Unknown/Anonymous Contacts

- Navigate to the applet directly below the main contact applet
- Select the ++ (Add a Contact button)
- In the new row, select a value from the drop down in the ‘Role of Contact’ field
- Navigate to the Last Name Column and click the small icon to the right

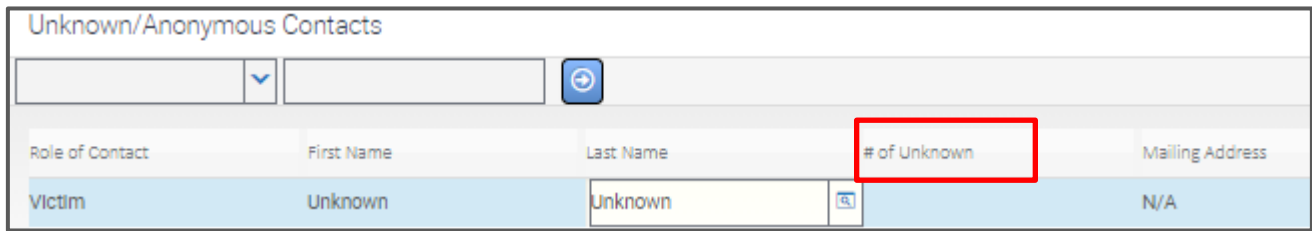
Unknown/Anonymous Contacts									
Role of Contact	First Name	Last Name	Is of Unknown	Mailing Address	Date of Birth	Is Victim under age of 18 at the On Cell Phone Number	Email Address	Personal Representative	Self-Advocate
Victim									

- Once you select the small box within the Last Name column, the below screen will appear



- Click on and highlight the ‘Unknown Unknown’ row and select ‘OK’ as shown above.

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Role of Contact	First Name	Last Name	# of Unknown	Mailing Address
Victim	Unknown	Unknown		N/A

**Note:** If you have multiple Unknown contacts with same role, you can enter the number within the column labeled **# of Unknown** as shown above.

## Section 3: Offenses

Click on the + (Add an Offense button) to create an offense row. Once an offense row is added, required fields will be highlighted in **yellow**.



Description	Date Offense Occurred	Victim Last Name	Victim First Name	Subject Last Name	Subject First Name	Date of Determination	Investigation Outcome	Unknown Subjects Count	Unknown Victims Count

**A complete form will have a row for every offense committed by a subject against a victim. Example: If there are three subjects, who each committed two offenses against one victim, there should be six offense rows listed; one for each of the two offenses committed by the three subjects listed on the case.**

**Offense Validations** - You will get an error message if you attempt to submit your case without the following information

**Description** - Enter a brief description. The description should include the name of the subject and the alleged offense the subject committed against the victim. Example: F. Smith struck L. Gomez in the face.

### Date Offense Occurred

- Go to the field and click on the small icon in the right corner as shown below



Description	Date Offense Occurred

- Select the correct date from the calendar that appears after clicking on icon

**Victim and Subject** – Go to the Last Name field and click on the small icon in the right corner and select the appropriate Contact. You will be given the option to select from all known and unknown contacts contained in Section 2 – including any unknown subject or victim contacts created in the VPCR.

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**Note:** If the offenses are considered a systemic agency issue and has no specific subject, or if the subject is never identified, create an Unknown contact in Section 2 with role of Subject.


**Date of Determination** - Click on the icon in the Date of Determination field and in the calendar, that appears select the date that you made the determination whether the offense was substantiated or unsubstantiated.

**Investigation Outcome** – Click on the field and select either Substantiated or Unsubstantiated as appropriate based on the results of your investigation.

## Section 4: Attachments

You are required to upload all referenced supporting documentation to the case file.

Click on the **+Add a File** button.



The screenshot shows the 'Attachments' section of the web submission interface. At the top right, there is a red box highlighting the '+ Add a File' button. Below this is a search bar and a dropdown menu. The main area is a table with the following columns: File Name, Type, File Type, and Comments. The table is currently empty.

A window will open that will allow you to browse in your computer for the file you wish to attach to the form. Once you've selected a file to attach, use the drop down in the "Type" field to identify the type of attachment. Add comments about the attachment as needed.

You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

**Attachment Validations** - You will get an error message if you attempt to submit the form without a **File Type** listed as: "Final Report"

The File Name can only contain letters and numbers as well as the following special characters  
~ , ! @ # \$ % ^ ( ) [ ] { } . ; - \_ .

**Note:** If you delete an attachment you must change the **file name** when re-adding to the attachment section. For example, if you decide to edit the final report, delete it from the attachment section, make your changes, and then save the file under a different name before reattaching it to WSIR.



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## Section 5: Review & Submit

Before you submit the form, please review it to ensure you've provided all required information. In this section, you'll be asked to certify that the form is accurate to the best of your knowledge.

Once you have entered all the required information and your submission was successful, you will receive a confirmation message.

**Note:** This confirmation message will be sent to the email address that was entered on the Welcome Screen at the beginning.

You can print this confirmation for your records by simply selecting the '**Print**' option on the screen *and/or* select '**Submit another Case**' to continue to enter another case.

### What happens if the WSIR submission is considered incomplete?

If the form is considered incomplete for any reason, upon review by the state oversight agency or the Justice Center, you may be asked to go back into WSIR and provide additional information.

#### To do so:

- Login and complete the Welcome Screen section. All previously entered information will be present
- As directed, complete the missing/incomplete section(s) and resubmit
- Once you've resubmitted, you'll get a warning message that the case information will not be updated in IRMA (OPWDD) or NIMRS (OMH). This is for information purposes only. You may exit out of WSIR; the VPCR will be updated with the new information.

#### ➤ Things to Note for a returned WSIR submission

- Contacts *may be* different if Justice Center or State Oversight Agency users have modified or removed them
- You must **rename the file** if you are uploading new version of an existing document/attachment.

#### ➤ Common reasons for a WSIR submission to be returned

- Unverified addresses
  - **Note:** *Occasionally, addresses that have been checked against the USPS database using the "Look Up" tool, still appear "unverified" in WSIR. Should this occur, ask your OMH or OPWDD Liaison to inform the Justice Center. You may still submit the report with the status unverified and we will work to verify the address in the VPCR.*
- **Missing offenses** - A complete form will have a row for every offense committed by a subject against a victim.
- **Missing contacts**
- **Final Report** (attachment) is considered insufficient

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## WSIR Help:

- Where can I find additional WSIR resources?
  - Reference guides and online trainings can be found here:  
<https://www.justicecenter.ny.gov/web-submission-investigation-report-wsir>
- How can I sign up for WSIR access?
  - Users no longer need to create and provision an NY.Gov account for WSIR access
  - Simply go to:  
<https://www.justicecenter.ny.gov/web-submission-investigation-report-wsir>
  - Enter your email address, retrieve your authorization code & submit
- The WSIR Welcome Screen does not recognize case identifying information I entered.
  - Double check your case identifying information with your SOA (OPWDD / OMH)
  - Ensure the case is in “Pending Provider Updates” sub-status

*Please direct additional questions to your State Oversight Agency.*

*If your SOA cannot resolve the issue, please contact the VPCR Resource Group at: (518) 549-0240 or [VPCRresourcegroup@justicecenter.ny.gov](mailto:VPCRresourcegroup@justicecenter.ny.gov)*